Matching in the Context of Patient Access to Their Records

BEN MOSCOVITCH
The Pew Charitable Trusts...

... is an independent, non-profit research and public policy organization. Our health IT work focuses on:

Patient safety  Interoperability
Point 1: We need to do better

Up to **1 in 5** patient records is not accurately matched within the same health care system.

**Up to half** of patient records are not matched in transfers—e.g., from a rural doctor to an urban hospital.
Common problems

Typos
A patient’s name, address, birth date, phone number, or other identifying information is entered incorrectly.

Patient information changes
Patients move, get married, or change phone numbers, so their records are out of date.

Data formatting
Patients’ data are not standardized because EHR systems use formats that do not match.

Missing information
Useful patient information—such as a full middle or mother’s maiden name—may not be recorded in the files.
Point 2: Where in the flow?

Pull up the record  
Interoperability  
Patient access

Bozo the Clown  
Hospital A  
Bozo’s EHR  
Hospital B  
Bozo’s EHR  

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Point 3: Potential solutions

**Unique identification**

Patient-led approach

**Demographic standards**

[Standard]

**Commercial data**
Opportunity: Unique IDs

• **Patients:** preference for unique IDs, biometrics
  • Growing use and comfort with biometrics

• **Providers:**
  • Biometrics could help in emergencies and with misidentification
  • Say more vendors supporting biometrics

• **Technical and costs barriers:**
  • Biometric template challenges/privacy
  • Concerns around implementation, adoption, and expense
Opportunity: Patient-led

• Commissioned RAND report
  • Phone number verification
  • Smartphone app
  • Additional features
    • Virtual clipboard
    • Built into PHRs

• Mixed views from patient and providers
  • Patients: liked reduced paperwork, questioned widespread adoption
  • Providers: benefit for patient engagement, adoption/security concerns
Opportunity: Standardization

- Recommended for years
- Tested with Indiana University
- Focus groups supported uniform data capture
- Providers interviewed all agreed this is necessary
- Challenges remain with typos, missing, and inaccurate data

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Standardization</th>
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<tbody>
<tr>
<td>Last Name</td>
<td>CAQH normalization</td>
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<tr>
<td>Telephone number</td>
<td>ITU Recommendation E.123</td>
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<tr>
<td>SSN</td>
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<tr>
<td>DOB</td>
<td>Converted to MM/DD/YYYY</td>
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<tr>
<td>Address</td>
<td>USPS format</td>
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</tbody>
</table>
Thank you!

For additional questions or information, please contact:

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